**Membership Telesales Executive**

**Salary: £25,000 per annum plus incentives**

**Full time 6-month Fixed Term Contract - 35 hours per week**

**Location – Princes Risborough, Buckinghamshire, HP279LE**

*We’re Association for Project Management (APM). We’re a professional membership organisation that sets the standards for the project profession. As a registered charity, we reinvest our surplus for the benefit of our members and the profession. We deliver education and develop qualifications. We conduct research and provide knowledge and resources. We run events and share best practice. We give people the opportunity to connect and provide community for our individual members and corporate partners, wherever they are. Above all, when doing so makes a difference, we challenge the status quo.*

A fantastic opportunity has arisen at the Association for Project Management (APM) for a Membership Telesales Executive to join our Membership team.

Reporting to Director of Membership, you will be conducting phone calls with APM student members with the objective to convert them to paying members, explain member benefits and ability to persuade as well as updating contact records and track calls in CRM.

This role is a junior role with potential to gain experience in a membership and professional body environment and this role is desk based (home/office).

Excellent communication and relationship building skills are key to the success of this role.

**Qualifications**

* GCSE (or equivalent) including Math and English

**Experience**

* Telesales ideally in a membership environment but this is not essential
* Ability to type and use a CRM
* Good communication e.g., telephone manner

**Skills**

* Able to plan and organise own workload effectively
* Able to build relationships via telephone
* Excellent communication skills, able to build rapport quickly via telephone
* Outgoing with an excellent telephone manner
* Highly motivated and customer focused.

**Why APM?**

APM is chartered. We’re the only chartered organisation representing the project profession, anywhere in the world. We know that better project delivery is about achieving your desired outcome. We believe that doing so is about so much more than process alone. We’re champions of the new. There has never been a more important time for debate, so naturally we’re at the heart and helm of that too. In a complex and shifting world, we’re helping the project profession deliver better.

**If you are interested in this opportunity and feel you have the necessary attributes, skills, and expertise for the role, please send your CV and covering letter to e-mail:** [**recruitment@apm.org.uk**](mailto:recruitment@apm.org.uk)

**Closing date 15 October 2021 @ 9am.**